

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Law Enforcement Job Family
Law Enforcement Director

Description of Work: The primary purpose of the Law Enforcement Director is to oversee and direct the day to day operations and administration of the various programs assigned to the ALE Division and to oversee and provide support to those programs. To develop and/or oversee the development and to execute the ALE Division Strategic Plan. To provide for the impartial enforcement and regulation of the ABC Laws and ABC Commission Rules, enforcement of the underage tobacco sales laws, enforcement of the NC Controlled Substances Act, to provide investigative and administrative assistance to the North Carolina Education Lottery Commission and to provide for the day to day supervision of licensed alcohol sales outlets and contracted lottery sales outlets by all employees of the ALE Division across the state. To oversee and manage the NC Boxing Authority, the NC Center For Mission Persons, and the Bingo Licensing Section.

Competency Profile	Definition
<i>Technical Knowledge</i>	Understands the concepts, practices, and theories used in the technical specialty area under his/her direct control and applies these specific or broad disciplines that include varied levels of detail.
<i>Program Management</i>	Manages programs while adhering to established laws, regulations, policies and procedures. Communicates and coordinates between customer and Division to ensure organizational needs are met and that the solution is effective in addressing program goals. Utilizes resources available or recruits those necessary to be successful.
<i>Strategic Analysis and Policy Administration</i>	Emphasizes the mission and the strategic plan of the organization. Able to analyze, understand and articulate organizational goals, policies and procedures. Understands matters outside your own professional or technical background. Enforces and establishes policies that meet organizational needs, goals and strategic plan.
<i>Personnel Management</i>	Mutually establishes and reviews with employees the expectations that guide and motivate them towards personal, Divisional and Departmental objectives.
<i>Leadership, Influence and Initiative</i>	Taking action beyond what is necessary in order to achieve goals. Uses proper interpersonal styles and methods to guide individuals or groups to accomplish a task. Guides development of employees.

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Functional Competencies	Contributing	Journey	Advanced
<i>Technical Knowledge</i>	n/a	Possesses a thorough understanding of concepts, practices and theories used in the technical specialty area. Understands principles of supervision, management, budgeting, human resources, policy making, policy implementation, policy analysis, and performance management.	Possesses a significant expertise and understanding of concepts, practices and theories used in the technical specialty area(s). Displays an exceptional understanding of technical/professional information and demonstrates the ability to use it while independently accomplishing the assigned task. Thoroughly understands principles of supervision, management, budgeting, human resources, policy making, policy implementation, policy analysis, and performance management.
<i>Program Management</i>	n/a	Manages work product of those under his/her direct or indirect supervision. Organizes and follows complex and detailed technical procedures with little to no direction. Develops program plans and procedures to successfully move the program(s) forward. Provides consultation on issues and requests from customers, internal/external that require implementation or creation of a custom solution. Consults with superior to discuss alternative solutions. Manages work unit projects that have high impact or high complexity, as assigned. Provides significant input into project planning and independently reorganizes work groups or goals or resources to adapt to unforeseen impediments. Utilizes project management tools to manage program(s) and allocate resources to obtain goals. Demonstrates facilitation skills to achieve objectives. Keeps senior management (Director or	Utilizes project management tools to manage program(s) and allocate resources to obtain goals. Demonstrates facilitation skills to achieve objectives. Keeps senior management apprised of changes or issues in program progress. Provides leadership in planning and organizing the work of those under his/her supervision. Adapts to unanticipated changes with contingency plans. Accountable for keeping the Division's program on track, anticipates changes and manages problems caused by change. Evaluates, recommends and attempts to secure resource needs. Develops long-range strategic plans and goals. Builds internal and external customer support of agency objectives.

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		Secretary, as appropriate) apprised of changes or issues in program progress.	
<i>Strategic Analysis and Policy Administration</i>	n/a	Observes and recommends needed changes in Division structure and allocation of manpower. Identifies technical and administrative policies and procedures that may affect potential success. Displays a thorough knowledge of organizational structure and responsibility of internal and external work groups and how the Division works to fulfill the strategic plan. Develops internal/external relationships to ensure problem resolution and idea development. Presents the strategic plan to subordinates and uses the plan to guide and develop technical and administrative solutions for the Division. Thoroughly supports the mission, goals, strategic plan and accreditation process and assists Division members in supporting their overall goals. Significantly assists in the development of the ALE Division Strategic Plan and in the implementation of the Strategic Plan. Understands the role of the ALE Strategic Plan in relation to the Department's Strategic Plan and the goals, plans and initiatives of the Governor.	Oversees and makes needed changes in Division structure and allocation of manpower. Identifies and implements technical and administrative policies and procedures that may affect potential success. Displays a thorough knowledge of organizational structure and responsibility of internal and external work groups and how the Division works to fulfill the strategic plan, while furthering the goals of the Department and the Governor. Develops internal/external relationships to ensure problem resolution, idea development and success toward goals. Assures that the strategic plan is followed by Division members. Uses the plan to guide and develop technical and administrative solutions for the Division. Thoroughly supports the Departmental Strategic Plan and assures that the Division plan is aligned with the Department Plan. Assures that Division members support the plan and goals and employ the plan to achieve the Division/Department's overall goals. Oversees and assures the development of the ALE Division Strategic Plan and in the implementation of the Strategic Plan. Understands the role of the ALE Strategic Plan in relation to the Department's Strategic Plan and the goals, plans and initiatives of the Governor.

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<i>Personnel Management</i>	n/a	Effectively manages activities and responsibilities of assigned section or entire ALE Division. Formulates and carries out personnel actions by implementing necessary corrective measures or taking disciplinary action, as necessary. Effectively coaches and counsels subordinates, as needed. Collects data on performance management and conducts performance appraisals for subordinates. Effectively manages the entire personnel system of the agency, if assigned.	Independently and effectively manages activities and responsibilities of assigned section or entire ALE Division. Formulates and carries out personnel actions by implementing necessary corrective measures or taking disciplinary action, as necessary. Effectively coaches and counsels subordinates, as needed. Collects data on performance management and conducts performance appraisals for subordinates. Independently manages or oversees the management of the entire personnel system of the agency, as assigned.
<i>Leadership, Influence and Initiative</i>	n/a	Consistently acts as a role model in adhering to the ALE Division's work place policies and procedures. Provides input, direction and vision for implementation of policies and procedures to improve the ALE Division. Provides direction and plans to allow the ALE Division to grow and provide opportunities for their subordinate employees to grow.	Consistently acts as a role model in adhering to the ALE Division's work place policies and procedures. Develops and implements work place policies and procedures. Provides the input, direction and vision for implementing policies and procedures to improve the ALE Division. Provides direction and plans to allow the ALE Division growth and provided opportunities for their subordinate employees to grow. Establishes an environment for subordinate employees to succeed.

Minimum Training and Experience: A four-year degree from an accredited college or university and three years of progressive supervisory/managerial law enforcement experience in the area supervised; or, an equivalent combination of training and experience. This position is appointed by the Secretary of Crime Control and Public Safety with the approval of the Governor. The incumbent must possess extensive experience in law enforcement management and administration.

Necessary Special Qualifications: Must possess North Carolina Basic Law Enforcement Training (BLET) Certification.

Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.